

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

January 2017

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	6
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	17
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	12
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	1
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
		Service	Call Quality	9
		Service	Delayed Orders/Missed Appointments	27
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
Service	Outage	40		
Service	Refusal To Serve	2		
			Total ICs	141
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	High Bill	1
		Service	Outage	1
			Total ICs	2
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	6
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Outage	1
		Service	Refusal To Serve	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Address Error	1
			Total ICs	1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Slamming	1
			Total ICs	1
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Billing	Premise Visit Charges	1
			Total ICs	2
CLC1015, LEC1015	Consolidated Communications	Billing	High Bill	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	1
			Total ICs	4
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	7
		Billing	Bill Not Received	1
		Billing	Bundled Services	4
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	22
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Billing	Payment Error	3
		Billing	Premise Visit Charges	1
		Billing	Slamming	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	NPA - Area Code Changes	1
		Policy and Practices	Safety	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	13
		Service	Disconnected In Error	3
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	28
Service	Refusal To Serve	1		
	Total ICs	109		
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Address Error	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
CEC3079	MetroPCS	Billing	Other Charges	1
			Total ICs	1
CLC6005, IEC6005	Peak Communications	Billing	High Bill	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Slamming	4
		Policy and Practices	Abusive Marketing	2
			Total ICs	6
CER4448	Puretalk Holdings, LLC	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CLR7002	Sonic Telecom, LLC	Billing	Bill Adjustment	1
			Total ICs	1
CLC7005, IER7055	Southern California Telephone Company	Service	Outage	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Billing	Other Charges	2
		Service	Delayed Orders/Missed Appointments	2
			Total ICs	8
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4411	Tag Mobile, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	3
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Disconnected In Error	1
		Service	Outage	1
			Total ICs	5
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	3
		Billing	Slamming	1
		Lifeline	LLB Application Request	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	7
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	3
		Billing	Other Charges	2
			Total ICs	7
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	7
		Service	Number Portability - Wireless or Landline	1
			Total ICs	15

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	4
		Service	Delayed Orders/Missed Appointments	1
				Total ICs
CER4327	Virgin Mobile; Assurance	Billing	Bill Adjustment	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	5
				Total ICs
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
				Total ICs
Total ICs Sent ¹				379

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.